ACCOUNTS RECEIVABLE PROCEDURE

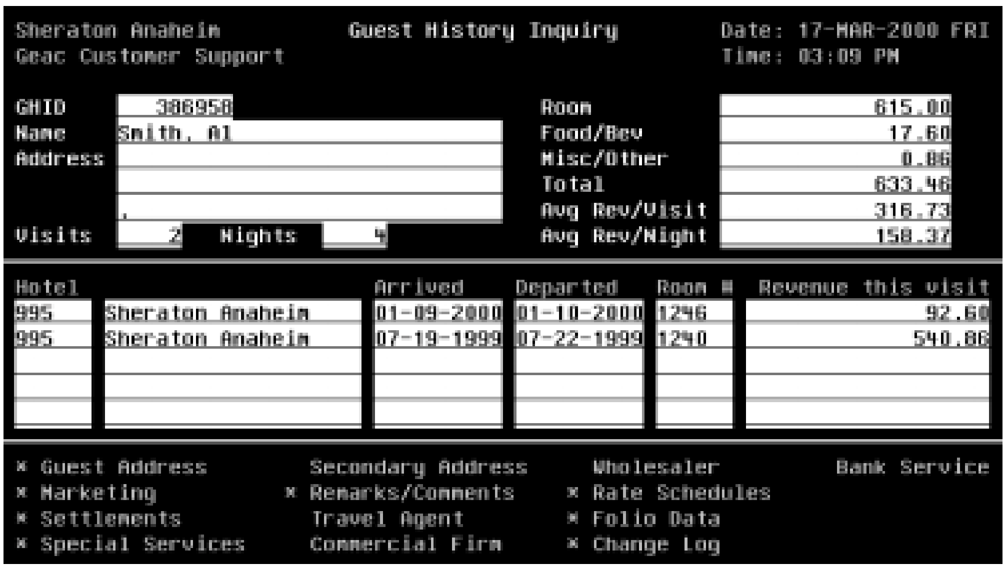
This document is intended to be a guideline, or suggestion of ways to handle common situations that occur in the Accounts Receivable Department.

Things to Remember

- Charges posted in Accounts Receivable are **not** reflected on the Daily Revenue Report. The first decision that needs to be made when posting a charge is whether or not the posting should be included on the Daily Revenue. If the transactions need to be part of the Daily Revenue, it needs to be posted through the Front Office.
- Unless the property has purchased A/R Bank, all credit card transactions must be done either manually or through the Front Office.
- Only those folios with a balance are transferred to Accounts Receivable.

How To Look A Guest Up In History

In A/R it is most likely be asked to research charges, reprint folios for guests, etc. All of this can be done through Guest History. The easiest way to access Guest History is through the Navigator.



1. Press the [Navigator] key
2. Press [S] to select Suspend
3. Press the [↓] and highlight Guest History Inquiry
4. Press [Enter] to select that option
5. This opens a Guest History Lookup box. There are many combinations, which can be used to search for a guest. Below is a list of the most common ways as well as some hints and tips.
   - **HINT #1** - The correct format for entering a guest's name is as follows:
     - Smith, John
     - This format above is the guest's last name, a comma, a space and the first name
   - **HINT #2** - The more information entered about a guest (i.e. Company Information or the full guest name), the shorter the list of guests to select from. However, keep in mind that the system is searching for guests who fit **all** of the requirements entered, and sometimes less is more.
   - **HINT #3** - Notice when pressing [Enter] a "%" is placed after the name. This symbol is called the "wildcard". It means, "search for anything". For example, "Smi%" locates "Smith", "Smithers", "Smile" and any other name starting with "Smi". Use this to take advantage – it is not always needed to type out the full guest name. A guest can also be

looked up by the first name, if that is all the information available. This is the format used to search for a guest by the first name of "Stephanie": %, Stephanie%

- **HINT #4** – Using Soundex can also be very helpful. When answering "Y" to this option, the system ignores CAPS, symbols and spaces in guest names (i.e. O'Doul or Mac Donald). It also drops consonants and "sound out" a name providing a list of several spelling variations. For example, the name "Paine" pulls up "Payne", "Pain", "Pane", etc. Keep in mind that Soundex is not for common use because it pulls up more names and of course, that slows down the searching time. The Soundex should not be every time a search is done.
- **HINT #5** – A guest name can be searched by the credit card number. Pressing [Next Block] takes the cursor where that field is located. A search cannot be completed by guest name or company AND by credit card. Only one or the other can be accomplished. When searching by credit card number, the system looks into the Settlement window of the guest history records and pulls up a list of guests with that credit card number. Note that even if a guest settles their account with a particular credit card, unless that same credit card is entered into the Settlement window, it is not possible to locate the account using that credit card number.
- **HINT #6** – A guest can be searched by entering the Confirmation/Folio number in the Guest Number field. A guest can also be located by entering the club account number. The same basic rules in Hint #5 apply here as well.
  - Once the information needed to search for the guest is entered, press the [Execute Query] key. A list of guests who fit the specified criteria is displayed.
  - Use the [↓] to highlight the desired guest name and press [Enter] to select it.

How To View And Print The Guest's Folio

1. Pull up the guest's account following the step's in "How to Look A Guest up In History"
2. Press [Quick] and type FD to select Folio Data
3. At the Folio field, press [Enter] to view the entire folio
4. To see detailed information about a specific charge, use the [↓] to highlight the desired charge and press [Enter] to select it.
5. Once the detail is viewed, press [Exit] to return to the main folio.
6. If the folio needs to be printed, press [Actions] and [Enter] in the folios to be printed:
   - GST – Prints all guest folios A, B, D-K
   - ALL – Prints all folios, including non-guest such as C
   - ENTER A LETTER – Or simply enter the letter of the specific folio to be printed.
   - **HINT**: W and Z folios can not be printed, nor can a folio with no activity.
7. Press [Save]
8. Press [Exit] to print the folios

Print An Aging For All Accounts

1. From the A/R Main Menu, select End of Month Processes
2. Select Aging Report
3. Print the aging with an Ending date of today, Detail level of "0" and a billing date of "A".

Making Adjustments In The Front Office Using Info Only Accounts

Info Only's

1. From the A/R Main Menu, select Front Desk System
2. Select Registration Menu
3. Select Registration
4. Press [Actions] and go to Information Only
5. Enter all required info, BE SURE TO ENTER THE A/R NUMBER IN THE SETTLEMET SCREEN!

Info Only's - Charge A Credit Card

1. Create the info only (see above)
2. From the Main Menu, select Cashiering
3. Select Check Out
4. Type the credit card number and the amount to be charged.
5. Press [Save]. The account should now have a credit balance. This 'falls' to A/R the same night during night audit. The next day the credit should be applied to the debit on the account.

Info Only's - Post A Charge

1. Create the info only (see above)
2. From the Main Menu, select Cashiering
3. Select Posting
4. Post the charge
5. Press [Save]. The account should have a debit balance. This 'falls' to A/R the next day. The next day the debit should be applied to the credit on the account.
   Note: This process can also be used to return Advance deposits left by DNA's.

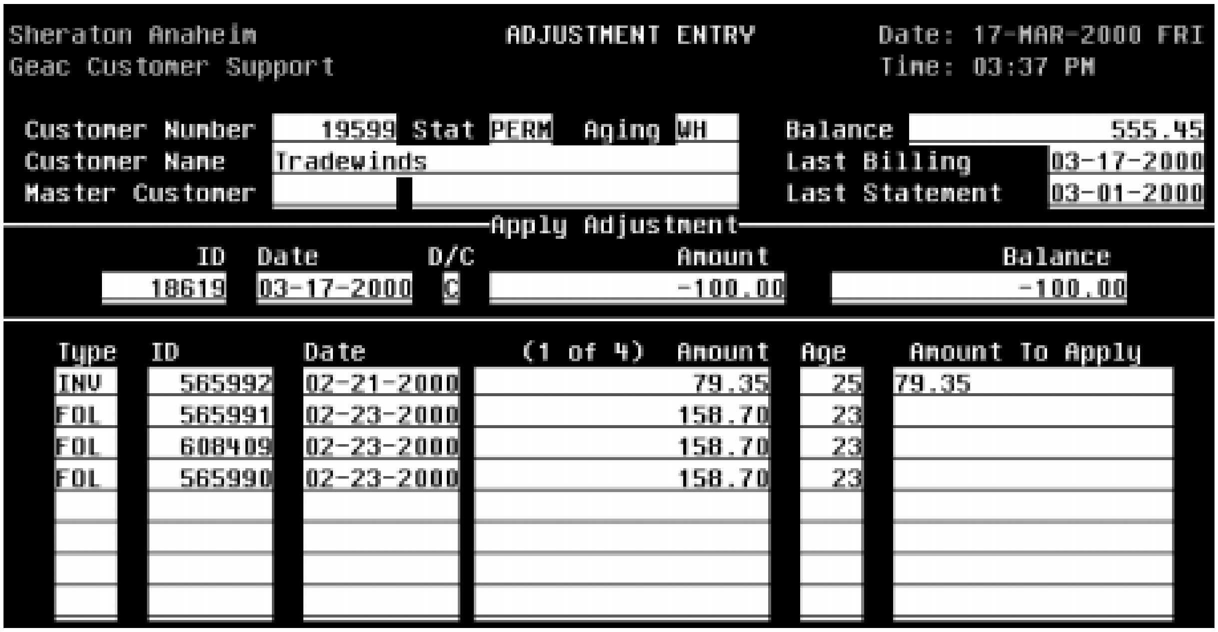
Info Only's - Credit A Credit Card And Adjust Revenue

1. Create the info only (see above)
2. From the Main Menu, select Cashiering
3. Select Posting
4. Post a credit adjustment (-ADJ) for the amount of the charge to be credited
5. From the Cashiering Menu, select Check Out
6. Type the credit card number and the amount to be credited (this amount equals the credit adjustment posted in step 4).
7. Press [Save]. The account should have a zero balance. The credit to the card is processed in that night's audit.
   Note: When creating the info only, be sure to select the guest from guest history so this credit remains part of their record. Also, the word CREDIT should be part of the name on the info only to easily spot it when looking at the guest's history in the future.

Info Only's - Credit A Credit Card And Without Adjusting Revenue

1. Create the info only (see above)
2. From the Main Menu, select Cashiering
3. Select Posting
4. Post a credit adjustment (-ADJ) for the amount of the charge to be credited. Even though a revenue adjustment is not wanted, the system does not allow the process of a credit to a credit card unless the account has a credit balance (how many times did we say "credit"?). However, step 8 saves the day.
5. From the Cashiering Menu, select Check Out.
6. Type the credit card number and the amount to be credited. This amount should be the same amount as the credit adjustment posted in step D.
7. Press [Save]. The account should now have a zero balance. The adjustment needs to be cancelled so that the account is at a debit balance
8. From the Cashiering Menu, select Modify/Cancel Posting
9. Cancel the –ADJ, leaving the credit on the credit card.

Making Adjustments In A/R:



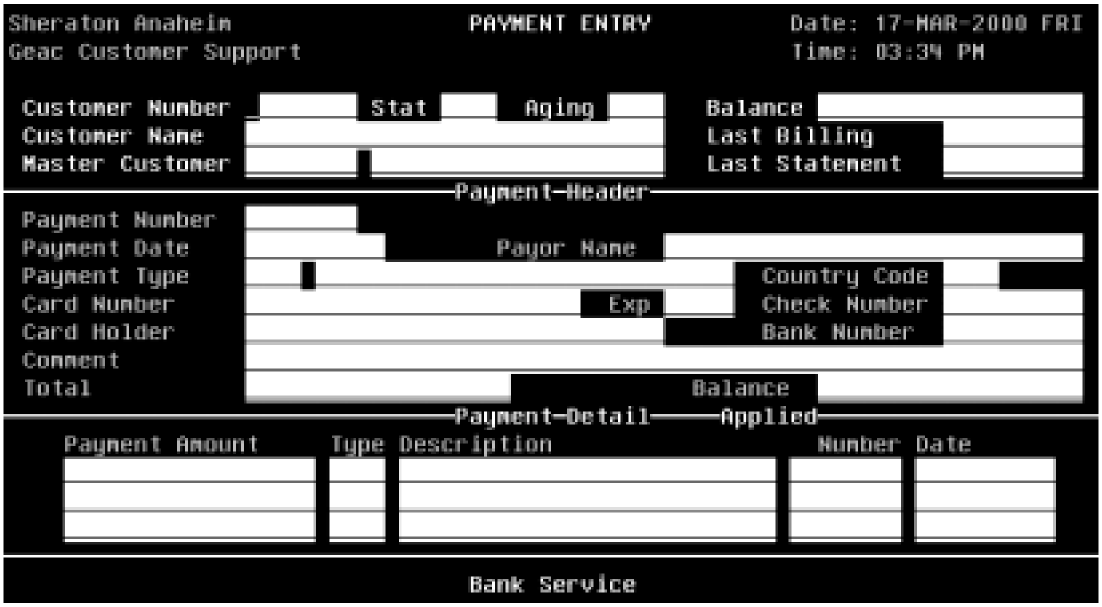
Adjustments In A/R

1. From the A/R Main Menu, select Adjustments
2. Select Adjustment Entry & Maintenance
3. Type the customer number or use [Enter Query] and [Execute Query] to search by name.
4. By entering past the number and date as the system assigns them automatically, or the information can be manually entered into these fields including backdating the posting date.
5. Type a detailed description in the description field.
6. At the Debit/Credit Field, type “C” for credit or “D” for debit.
7. [List Values] may be used to enter the department and sub-department numbers and the amount to be adjusted.
8. Press [Actions]
9. Select Apply
10. Press [Execute Query] and a list of items on the account to which the adjustment can be applied is displayed.
11. Use the up and down arrows to select the item to apply to and type the amount to be applied
12. Repeat the process until a zero amount is left to be applied
13. Press[Exit] to process the application
14. Press [Save]

ADJUSTMENTS IN A/R - PRINT REGISTER

1. From the A/R Main Menu, select Adjustment Processing Menu
2. Select Adjustment Register Summary Report
3. Use the report to make manual entries into the GL

Making Payments To Accounts:



1. From the A/R Main Menu, select Payments
2. Select Payment Entry and Application
3. Type the customer number or use [Enter Query] and [Execute Query] to search by name.
4. The [Enter] key can be used past the number, date and payer as the system automatically fills in these fields or manually type info into these fields including back-dating the posting date.
5. Use {List Values] to select a payment type.
6. Type a comment if needed
7. Type the amount received
8. Press [Actions]
9. Select Apply
10. Press [Execute Query] and a list of items on the account to which the payment can be applied is displayed.
11. Use the up and down arrows to select the item to which the payment is to be applied and type the amount.
12. Repeat the process until a zero amount is left to be applied.
13. Exit to process the application and [Save]

Applying Offsets (Apply Credits To Debits And Vise Versa):

1. From the Main A/R Menu, select Folio Processing
2. Select Review/Transfer Folio Billings
3. Type the customer number or use the [Enter Query] and [Execute Query] keys to search by name
4. At folio number, press the [Enter Query] key. Use the up and down keys to select the item to be applied and press [Enter]
5. Press [Actions]
6. Select Apply
7. Press [Execute Query] and a list of items on the account to which payments can be applied is displayed.
8. Use the up and down arrows to select the item to be applied and type the amount to be applied.

9. Repeat the process until a zero amount is left to be applied.
10. Press [Exit]
11. Press [Save]

Printing Out Master Bills:

Attach A Master Bill Code

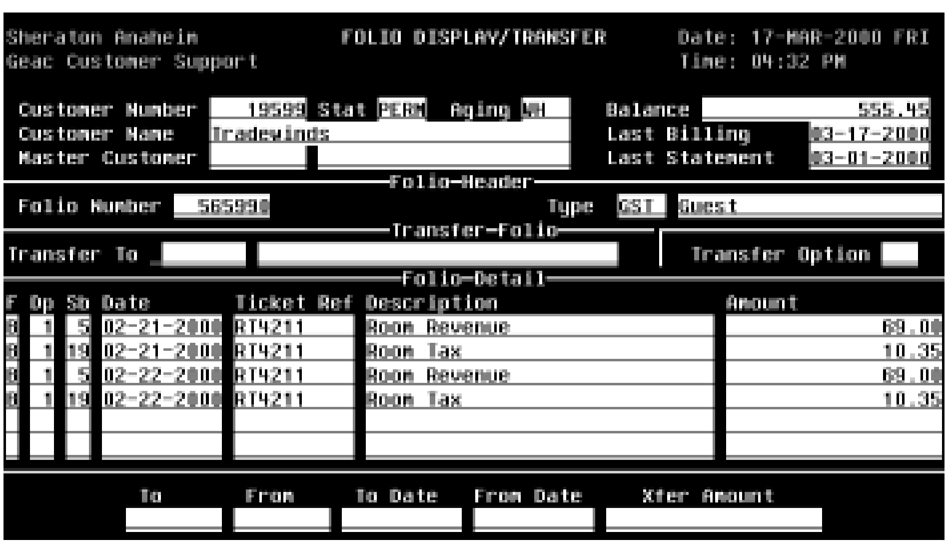
1. From the A/R Main Menu, select Customer Maintenance.
2. Select Customer Maintenance.
3. Type the customer number or use the [Enter Query] and [Execute Query] keys to locate by name.
4. Press [Quick] and type “SI” for Statements and Invoices.
5. Place the cursor on the Master Bill Code field. [List Values] may be used to select the code.
6. Press [Exit]
7. Press [Save]

Print The Master Bill

1. From the Main A/R Menu, select Statements
2. Select Master Billing Print
3. Use [List Values] to select the printer used to print Master Bills.
4. [Enter] past the Aging Code or type a code in if only certain accounts need to be printed.
5. Type the Group Arrival and departure dates
6. Type “Y” or “N” for Cover Letter, Summary Page and Detail Pages depending on whether it needs to be printed or not
7. Press [Save]

Transfer Folio Items

1. From the Main A/R Menu, select Folio Processing and then Review/Transfer Folio Billings
2. Type the customer number or use [Enter Query] and [Execute Query] keys to search by name
3. At folio number, press the [Enter Query] key. Use the up and down keys to select the folio to transfer and press [Enter]
4. Press [Actions] and select “Transfer”
5. Type the account number to which the items are to be transferred
6. Select the type of transfer: line, folio ID, department or all
7. When choosing line transfer, use the up and down arrows to select the item to which to transfer and press the [Enter] to transfer it
8. Press [Exit]
9. Press [Save]



The Basics About Displaying Account Info

- If an adjustment that is not applied needs to be viewed, go to the Adjustment screen and press [Enter Query] on the adjustment number field.
- If an adjustment that is applied needs to be viewed, go to either the Folio Display/Transfer screen or the Invoice screen depending on which one, a folio or an invoice, the adjustment was applied to. Then press [Enter Query] on the folio or invoice number field.
- If a payment needs to be viewed, go to the Payment screen and press [Enter Query] on the payment number field.
- If a folio needs to be viewed, go to the Folio Display/Transfer screen and press [Enter Query] on the folio number field.
- If an invoice needs to be viewed, go to the Invoice screen and press [Enter Query] on the invoice number field.
- If a summary of all items (Folios, Adjustments, Invoices and Payments) on an account needs to be viewed, go to the Customer Maintenance screen and bring up the account. Then press [Actions] and select Account Inquiry

The Rules Of Applying

- **Folios:** A FOLIO can only be applied to another FOLIO when the folio being applied is equal or less than the other folio.

- **Adjustments:** An ADJUSTMENT can be applied to an INVOICE, PAYMENT, FOLIO or another ADJUSTMENT. **Note:** If A/R bank is purchased, applying an adjustment to a credit card payment causes a credit refund to be processed to that credit card.

- **Invoices:** An INVOICE cannot be applied to anything.

- **Payments:** A PAYMENT can be applied to a FOLIO or an INVOICE. A PAYMENT **cannot** be applied to an ADJUSTMENT. The ADJUSTMENT needs to be applied to the PAYMENT.

Accounting Daily Procedures

Below are items that need to be done on a regular basis in order to 'keep up' with the Accounts Receivable:

1. **Folio Front Office Transfers Report** (foltrans). This report shows all the folios transferred to A/R and should be printed during night audit and should be on the printer upon arrival each morning. If, for some reason, it is not there:
   - From the A/R menu, select Folio Processing Menu
   - Select Folio Front Office Transfers Report
   - The date should be today-1
2. **Folio Processing**. Review the 'Folio Front Office Transfers' report to verify each folio transferred to the proper customer account. If the folios need to be transferred to another account:
   - From the Folio Processing Menu, select Review/Transfer Folio
   - Select the account to transfer FROM
   - Select the folio to transfer [Execute Query]
   - Press [Actions] (See Accounts Receivable Handout for more detailed instructions)
   - If any adjustments need to be made, use the 'Adjustments' menu in A/R (make sure to apply the adjustments!), or (depending on hotel policy) do them through the Front Office. See above.
3. **Print Invoices**. Invoices need to be printed for charges dropped from the front of the house during night audit. (Remember: If any corrections were made through the Front Office, those corrections are not in A/R until the following day. (See A/R handout for specific procedures.)
   - From the Statements Menu, select Invoice Printing
   - Select the appropriate printer

- Print all invoices, which have not yet been printed: At 'Standard Invoices End Date' type today's date.

4. **Review/Mail Invoices**. Review all invoices just printed. REMEMBER: If any adjustments were made in the front of the house, those adjustments are not in A/R until tomorrow, but the invoice still print. Mail out all correct invoices.
5. **Masterbills**. Print Masterbills for the appropriate accounts. See above for instructions.
6. **Payments**. Post any payments received. Do this through the 'Payments' menu. REMEMBER to apply the payments once they have been posted.
7. **Aging**. The aging should be reviewed periodically to ensure accounts are kept up to date. The aging report is available through the 'End of Month Processes' menu.

Additional Procedures

Depending on the property, below are additional procedures that the Accounts Receivable office may need to perform.

- **Banquet Masters**: Ensure group masters have been created for all upcoming Banquets. To create a group master, go to the Front Office, Group Processing Menu and select Group Master. (See Groups Handout for specific instructions)

- **Advance Deposits:** Post any advance deposits. This can be done by pulling up the appropriate record (a reservation for a guest or a group master for a group), pressing **[**Actions] and selecting Deposits.

- **Travel Agent Commissions**: See Travel Agent handout for instructions on printing Travel Agent checks.
  Note: Remember to balance all postings everyday. Be sure to leave any supporting documentation necessary (especially for those transactions posted in the Front Office) for the Night Audit staff. Below is a list of the different types of accounts available in Geac/UX. This list is intended to assist in determining what type of account to use when posting charges.

- **Accounts Receivable Customer Masters**: A customer master is needed for every account in A/R. Made either manually through customer maintenance: or if a folio checks out in the front office with a balance, without a pre-assigned A/R number, when it transfers to A/R during night audit, the system automatically creates a customer master.

- **Front Office Accounts**
  - **Guest Folios**: Overnight guest accounts made at time of reservation. Manual checkout is required. Any items posted to this type of account are considered a guest charge
  - **Information Only Accounts**: A temporary account (one day only) much like a guest folio, except the guest does not occupy a room. This can be used for guests using hotel facilities, not occupying a room that wish to charge to an account, or have name in computer for reference for phone etc. Also used for one-time postings done by Accounts Receivable that need to be done through the Front Office. This account automatically checkouts each day and any charges posted to this account are considered guest charges.
  - **Non Guest Folios**: Permanent accounts in the Front Office. Folio information automatically drops to A/R on property determined basis (i.e., daily, weekly, monthly). The folio detail only drops when the account is permanent. Can be used for house accounts, dispute folios, etc. When creating Non guest folios, A/R Number must be used. Create Non-guest folios in database maintenance, non-guest folios. Items posted on this account are considered guest charges.
  - **Group Masters**: Just like a guest folio, except it is used for all groups (groups with or without overnight rooms). Used for any/all groups, functions, banquets charges.

These accounts are automatically checked out on the date specified on the master. Items posted to a group master are considered non-guest charges.

A/R Bills

- **Invoice**: Bill sent immediately after charges fall to A/R. Only current, not previously billed, charges are printed.
- **Statement**: Usually sent on the last day of every month, summary of account as of that date. Including any unpaid invoices.
- **Masterbills**: Spreadsheet type bill and cover letter, usually sent in place of an invoice. Mostly used for group or company business.

A/R Reports

Customer Master (Detail) Report

This report lists all accounts held in the system and the parameters set up for each company (i.e., how each invoice/statement for a customer is printed). In addition, customer contact information is included on the report.

Customer Master (Summary) Report

This report lists all customer master accounts in the system. Information includes customer names, addresses, telephone numbers, credit statuses, and aging departments.

Customer Credit Limit Report

This report lists all accounts that have reached their credit balance or are approaching their credit limit as set up in the **Customer Maintenance** program. Information is based on limit type, limit amount, aging department, credit status, and sort order.

Customer Master Contact History Report

This report lists contact history information for the specific customers. Information includes telephone numbers, account balances, last billing dates, last contact dates, contact names, agents who contacted the customer, and contact detail. This information may be listed in ascending or descending date order.

Invoice Register - Summary and Detail Reports

These reports show all invoices posted by document date or posting date. The detail report (**dinvreg**) includes all department and sub-department postings unlike the summary report (**sinvreg**).

Adjustment by Code Report

This report lists all adjustments made on a date or range of dates by transaction code.

Adjustment Register - Summary and Detail Reports

These reports lists all adjustments entered for a particular date or date range, and may be based on the posting date or document date. The detail report (**dadjreg**) includes all department and sub-department numbers unlike the summary report (**sadjreg**).

Small Balance Write-Offs Register

This report lists all postings made during the small balance write-off process. A date range can be specified, and the report can be printed for the last time the process was completed. Only those postings handled by a specific agent or all agents can be specified.

Front Office Folios Transferred Report
This report lists all folios transferred to A/R from the front desk during Night Audit. It is useful to audit the incoming folio activity at the start of the day and to verify that folios are being transferred correctly to customer accounts. This report lists each guest's room number, folio number, guest name, A/R account number, and amounts. It should be included in Night Audit and reviewed daily.

Folio Item Transfer Report
This report produces an audit trial on folio items that were transferred. It may be printed by summary or detail, and for one or all customers.

Folio Register Report
This report lists account information such as customer numbers, customer names, aging codes, folio numbers, dates, guest names, and folio totals. It may be processed for a specific date or date range.

Credit Card Folio Register Report
This report prints credit card folio information. It is used to assist in balancing and to verify that the appropriate accounts are updated. This report is used in conjunction with the settlement feature in Accounts Receivable.

Payment Register - Summary and Detail Reports
These reports list all payments entered for a particular date or a date range, and may be based on posting date or document date. The detail report (**dpayreg**) includes the department and sub-department numbers unlike the summary report (**spayreg**).

Customer Statements (End of Month Statements)
Statements are summaries of invoices that were previously printed. These statements are usually mailed monthly as reminders of the invoices due.

Master Billing Print
This process prints to a laser printer comprehensive bills for companies who do business the property. The comprehensive bills or master bills for each company include detailed pages (see samples on this page) and a summary outlining the specific charges due (see sample on next page). In order to use the **Master Billing** feature, all charges to be printed on the bill must originate from a group master and be processed through the front desk. In addition, a property-defined cover letter may also be printed.

Daily Activity Report
This report lists all payments, adjustments, and invoices posted for a specific date or date range. It may be processed for an individual agent or all agents. In addition, activities are listed by customer number and may be subtotaled. This report may be used to reconcile daily postings.

Aging Report
This report lists all outstanding balances by aging category. Balances are broken down by current, over 30 days, over 60 days, over 90 days, and over 120 days. This report also includes unapplied payments. It may be processed for a specific aging code or all aging codes.

A/R Transaction Codes
This report lists all transaction codes by department and sub-department built in the Accounts Receivable database.

A/R Validation Report
This report alerts users of any processing errors. (If an error occurs, Geac Customer Support should be notified.) This report should be included in Night Audit.

Database Setup Report
This report displays all parameters set up in the Accounts Receivable database.

Invoice Cycle Codes Report
This report prints a list of invoice cycle codes set up in the **Invoice Cycle Code Maintenance** program. It should be kept on file for reference.

Recurring Charge Codes Report
This report prints a list of recurring charge codes set up in the **Recurring Charge Code Maintenance** program. It should be kept on file for reference.